

COURSE GUIDE

<u>Course title</u>	Process Management
<u>Specialization</u>	Management
<u>Form of study</u>	Full-time studies
<u>Qualification level</u>	Second-degree studies
<u>Year</u>	2
<u>Semester</u>	3
<u>Unit running the program</u>	Department of Business Informatics and Ecosystems
<u>Author</u>	dr inż. Leszek Ziora
<u>Profile</u>	General academic
<u>Number of ECTS credits</u>	5

COURSE TYPE – NUMBER OF SEMESTER HOURS

LECTURE	CLASSES	LABORATORY	PROJECT	SEMINAR
15	–	–	30	–

COURSE DESCRIPTION

COURSE OBJECTIVE

O1. Presentation of processes with the idea of process approach in management. Discussion of theoretical and practical aspects of process management.

O2. Achievement of skills concerning design of processes with the usage of BPMN, UML 2.1 notation

INITIAL REQUIREMENT FOR THE KNOWLEDGE, ABILITIES AND OTHER COMPETENCES

The student possesses basic skills concerning computer operation and basic knowledge from the area of management.

The student is able to interpret data included in tables, graphs and content included in scientific papers, case studies and coursebooks.

The student can use the Internet services: www, e-mail, etc.

THE EFFECTS OF EDUCATION

EU 1 – The student possesses basic theoretical knowledge concerning the notion, identification and classification of processes and fundamentals of process approach.

EU 2 – The student possesses knowledge and skills concerning design of processes in BPMN or UML notation.

EU 3 – The student is able to design in practice basic selected processes using appropriate software such as e.g. DIA or Igrafx flowcharter software.

COURSE CONTENT

Form of teaching – LECTURE 15 hours	Number of hours
L1 The notion of process management. Classification of processes. Characteristic of basic definitions.	1
L2 Process approach in the management of contemporary organization. The management of business processes.	1
L3 The process management cycle. Process enablers.	1
L4 Improvement of business processes	1
L5 The meaning of six sigma in business processes	1
L6 Process performance and its key elements	1
L7 Change management in business processes design and its key components	1
L8 Implementation and controlling of business processes	1

L9 BPMN in analysis and design of business processes. Basic and extended modelling elements	1
L10 UML 2.1 in analysis and design of business processes	1
L11 Tools for design of processes on the basis of DIA application	1
L12 Major business trends concerning process management	1
L13 Characteristic and practical examples of logistics processes such as storage, transportation and procurement process	1
L14 Characteristic and practical examples of production processes such as material flow process or communication process	1
L15 The modelling of decision making processes	1
Form of teaching – PROJECT 30 hours	Number of hours
P1 Introductory lesson – organizational issues. Discussion of definitions connected with the subject. Presentation of process management definition. The role of processes in the management of organizations.	2
P2 Introduction to the DIA software. Presentation of basic and extended BPMN modelling elements. Presentation of UML 2.1 modelling elements. Review of modelling elements. Discussion concerning preparation of project containing design and description of selected business process.	2
P3 Design of procurement process with the usage of DIA or Igrafx flowcharter applications. The analysis and description of the process (its goals, resources, effects, enablers, performance measures). The directions of its improvement.	2
P4 Design of storage and transportation process with the usage of DIA or Igrafx flowcharter applications. The analysis and description of the process (its goals, resources, effects, enablers, performance measures). The directions of its improvement.	4
P5 Design of human resources management processes with the usage of DIA or Igrafx flowcharter applications. The analysis and description of the process (its goals, resources, effects, enablers, performance measures). The directions of its improvement.	4
P6 Design of production and material flow process with the usage of DIA or Igrafx flowcharter applications. The analysis and description of the process (its goals, resources, effects, enablers, performance measures). The directions of its improvement.	4
P7 Design of communication process with the usage of DIA or Igrafx flowcharter applications. The analysis and description of the process (its goals, resources, effects, enablers, performance measures). The directions of its improvement.	4
P8 Design of customer service process with the usage of DIA or Igrafx flowcharter applications. The analysis and description of the process (its goals, resources, effects, enablers, performance measures). The directions of its improvement.	4
P9 Presentation and assessment of students' projects	4

TEACHING TOOLS

Coursebooks, scientific papers, case studies.

Audiovisual equipment

Laboratory instructions

A computer with an access to the Internet and installed DIA or Igrafx flowcharter software.

WAYS OF ASSESSMENT (F – FORMATIVE, P – SUMMATIVE)

F1 Presentation of assignments

F2 Students' active participation in classes

P1 Projects of selected business processes

STUDENT WORKLOAD

Form of activity		Average number of hours for realization of the activity
		[h]
Contact hours with the teacher	CLASSES	45
Preparation for classes		30
Preparation for tests		35
Consultations		15
TOTAL NUMBER OF HOURS / ECTS POINTS FOR THE COURSE		125 / 5

BASIC AND SUPPLEMENTARY LITERATURE

Basic literature

J. Brocke, M. Rosemann: Handbook on business process management 1&2, Springer, Heidelberg 2010.

Kumar A., Business Process Management, Routledge/Taylor Group, New York/London 2018.

Supplementary literature

Weske M., Business Process Management: Concepts, Languages, Architectures, Springer – Verlag, Berlin, 2012.

Jeston J., Business Process Management: Practical Guidelines to Successful Implementations, Routledge /Taylor & Francis Group, London, / New York, 2018.

TEACHERS (NAME, SURNAME, ADDRESS-EMAIL)

dr inż. Leszek Ziara, leszek.ziara@wz.pcz.pl

MATRIX OF REALIZATION OF LEARNING EFFECTS

The learning effect	Reference to the effects of the defined effects for the entire program (PEK)	Course aims	Course content	Teaching tools	Evaluation method
EU 1	K_W6, K_U02, K_U03, K_U06, K_K01, K_K04, K_K06	C1–C2	L1 – L15	1,2, 3,4	F1, F2, P1
EU 2	K_W06, K_U02, K_U06, K_U07, K_K01, K_K03, K_K04, K_K06	C1–C2	L1–L15 P1–P8	1,2, 3,4	F1, F2, P1
EU 3	K_W06, K_U02, K_U06, K_U07, K_K01, K_K02, K_K03, K_K04, K_K06	C1–C2	P1– P8	1,2, 3,4	F1, F2, P1

EVALUATION FORM – DETAILS

	For a grade of 2	For a grade of 3	For a grade of 4	For a grade of 5
Effect 1	The student does not know or understand any definitions concerning the problem of business processes meaning in the organization.	The student possesses basic knowledge concerning the notion, identification, classification of business processes.	The student possesses good knowledge concerning the notion, identification, classification of business processes and its management.	The student possesses good knowledge concerning the notion, identification, classification of business processes and is able to present selected practical examples of such processes.

Effect 2	The student does not understand any basic BPMN or UML notation element.	The student understands some basic BPMN or UML elements.	The student knows most of BPMN or UML notation elements.	The student knows very well BPMN or UML notation.
Effect 3	The student cannot design any of presented during classes business processes.	The student is able to design one logistic process with the usage of DIA application.	The student is able to design two logistic processes with the usage of DIA application.	The student is able to design three logistic processes with the usage of DIA application.

OTHER USEFUL INFORMATION ABOUT THE SUBJECT

Information about where the students will be able to familiarize with the curriculum is presented to the students during the classes. If the structure of the classes necessitates such procedures, this information is sent via e-mail to individual groups.

Information about the venue for the classes is available in the Faculty's website.

Information about the dates of classes (day of the week/hour/room) can also be found in the Faculty's website.

Students will be informed about tutorial classes (hour/place/day of the week) during the first classes. This information is also available in the Faculty's website.